

**INTERNSHIP PROGRAM IN FOOD AND BEVERAGE
SERVICE DEPARTMENT AT ROSEWOOD HONG KONG**



INTERNSHIP REPORT

EUGENIA SUNAKO

00000105184

**HOTEL OPERATIONS PROGRAM
FACULTY OF BUSINESS
UNIVERSITAS MULTIMEDIA NUSANTARA
TANGERANG
2026**

**INTERNSHIP PROGRAM IN FOOD AND BEVERAGE
SERVICE DEPARTMENT AT ROSEWOOD HONG KONG**



INTERNSHIP REPORT

Submitted as one of the requirements for obtaining an Associate Diploma
in Tourism (A.Md.Par.)

EUGENIA SUNAKO

00000105184

**HOTEL OPERATIONS PROGRAM
FACULTY OF BUSINESS**

**UNIVERSITAS MULTIMEDIA NUSANTARA
TANGERANG**

2026

NON – PLAGIARISM DECLARATION FORM

Hereby, I :

Name : Eugenia Sunako

Student ID : 00000105184

Study Program : Hotel Operations

Internship report with title of :

Internship Program in Food and Beverage Service Department at Rosewood Hong Kong is my own work, not plagiarized from scientific works written by others, and all sources both quoted and referred to have been correctly stated and listed in the Bibliography.

If in the future it is proven that fraud / irregularities are found, both in the implementation of the internship report and in the writing of the internship report, I am willing to accept the consequences of being declared NOT PASSED for the final assignment that I have taken.

Tangerang, 5 Januari 2026



(Eugenia Sunako)

CONSENT PAGE

Internship report with title of

“INTERNSHIP PROGRAM IN FOOD AND BEVERAGE SERVICE DEPARTMENT AT ROSEWOOD HONG KONG”

By :

Name : Eugenia Sunako

Student ID : 00000105184

Study Program : Hotel Operations

Faculty : Business

Have been approved to be submitted at 5th January 2026

From 13.00 s/d 14.00 and declared

PASSED

With the following examiner composition

Advisor



Tri Ananti Listiana, S.Si., M.M
NIDN 0324127604

Examiner



Adestya Ayu Armielia, S.ST.Par., M.Si.Par.
NIDN 0323128505

Head of Hotel Operations Program



Oqke Prawira Triutama, S.ST.Par., M.Si.Par., CHE
NIDN 0428108007

III

APPROVAL OF PUBLICATION

I hereby,

Full Name : Eugenia Sunako

Student ID : 00000105184

Study Program : Hotel Operations

Faculty : Business

Type of Work : Internship Report

Solely state that:

☒ I am willing to give full permission to Universitas Multimedia Nusantara to publish the results of my scientific work in the Knowledge Center repository so that it can be accessed by the Civitas Academica and the public. I declare that the scientific work I have created does not contain confidential data.

☐ I am not willing to be published in the Knowledge Center repository because: I am submitting a publication application to a national/international journal/conference (proven by a letter of acceptance) **.

☐ Others, please select one:

☐ Only accessed to internal Universitas Multimedia Nusantara

☐ Embargo publication works for 3 years period.

Tangerang, 19 Januari 2026



(Eugenia Sunako)

U N I V E R S I T A S
M U L T I M E D I A
N U S A N T A R A

PREFACE

Praise and gratitude for the completion of this Internship Report with the title: “Internship Program in Food and Beverage Service Department at Rosewood Hong Kong” that was carried out to fulfill one of the requirements to achieve a Diploma Degree at the Hotel Operations Program in the Business Faculty of Universitas Multimedia Nusantara. I realize that, without the help and guidance from various parties, from the time of my studies to the preparation of this final assignment, it would have been very difficult for me to complete this final assignment. Therefore, I would like to thank :

1. Dr. Ir. Andrey Andoko, M.Sc., as the Rector of Universitas Multimedia Nusantara.
2. Dr. Prio Utomo, S.T., MPC, as the Dean of the Business Faculty in Universitas Multimedia Nusantara.
3. Mr. Oqke Prawira Triutama, S.ST.Par., M.Si.Par., CHE, as the Head of Hotel Operations Program in Universitas Multimedia Nusantara.
4. Ms. Adestya Ayu Armielia, S.ST.Par., M.Si.Par, as the Deputy Head of Hotel Operations Department in Universitas Multimedia Nusantara.
5. Mrs. Tri Ananti Listiana, S.Si., M.M., as the Advisor who has spent a lot of time providing guidance, direction, and motivation for the completion of this Internship Report.
6. To Rosewood Hong Kong, which allowed the writer to do the Internship Program.
7. The writer family has provided material and moral support so that the author can complete this MBKM Report.

Hopefully, this Internship Report will contribute as a source of information and inspiration for others.

Tangerang, 17 Januari 2026

Eugenia Sunako
(Eugenia Sunako)

INTERNSHIP PROGRAM IN FOOD AND BEVERAGE SERVICE DEPARTMENT AT ROSEWOOD HONG KONG

(Eugenia Sunako)

ABSTRAK

Banyak faktor yang memengaruhi sektor pariwisata di seluruh dunia, tetapi hal tersebut juga memicu perubahan dalam industri ini. Lebih banyak peluang kerja tercipta setelahnya. Oleh karena itu, program magang sangatlah dibutuhkan untuk memberikan pengalaman industri nyata kepada mahasiswa. Banyak hotel, baik hotel lokal yang berlokasi di Indonesia maupun jaringan hotel-hotel di kancan internasional, membuka pintu mereka dan memberikan peluang bagi mahasiswa di seluruh dunia untuk melakukan magang, dan salah satunya adalah hotel Rosewood Hong Kong. Rosewood Hong Kong dinominasikan di peringkat ke-3 dalam World's 50 Best Hotels dan hotel pertama di Asia yang masuk dalam peringkat 3 teratas. Selama magang, suatu hal yang wajar bagi seseorang untuk menghadapi beberapa kesulitan, terutama bagi mereka yang berasal dari negara lain. Kendala bahasa dan perbedaan kecepatan kerja mungkin menjadi kesulitan utama, tetapi seiring waktu, hal itu akan mulai membuat seseorang terbiasa selama mereka ingin belajar dan terus meningkatkan kemampuan mereka. Dengan menjaga kecepatan pelatihan dan selalu berusaha untuk berbicara meskipun tidak sempurna, peningkatan kecil tetap akan terjadi. Rekomendasi untuk perusahaan dan universitas juga dibutuhkan untuk meningkatkan apa yang dapat ditingkatkan oleh perusahaan dan universitas tersebut. Beberapa rekomendasi perlu disampaikan kepada universitas untuk mempersiapkan mahasiswa junior yang akan melakukan magang di masa mendatang kelak.

Kata kunci: Magang, *Food and Beverage Service* Department, Rosewood, Hong Kong, Peluang

INTERNSHIP PROGRAM IN FOOD AND BEVERAGE SERVICE DEPARTMENT AT ROSEWOOD HONG KONG

(Eugenia Sunako)

ABSTRACT

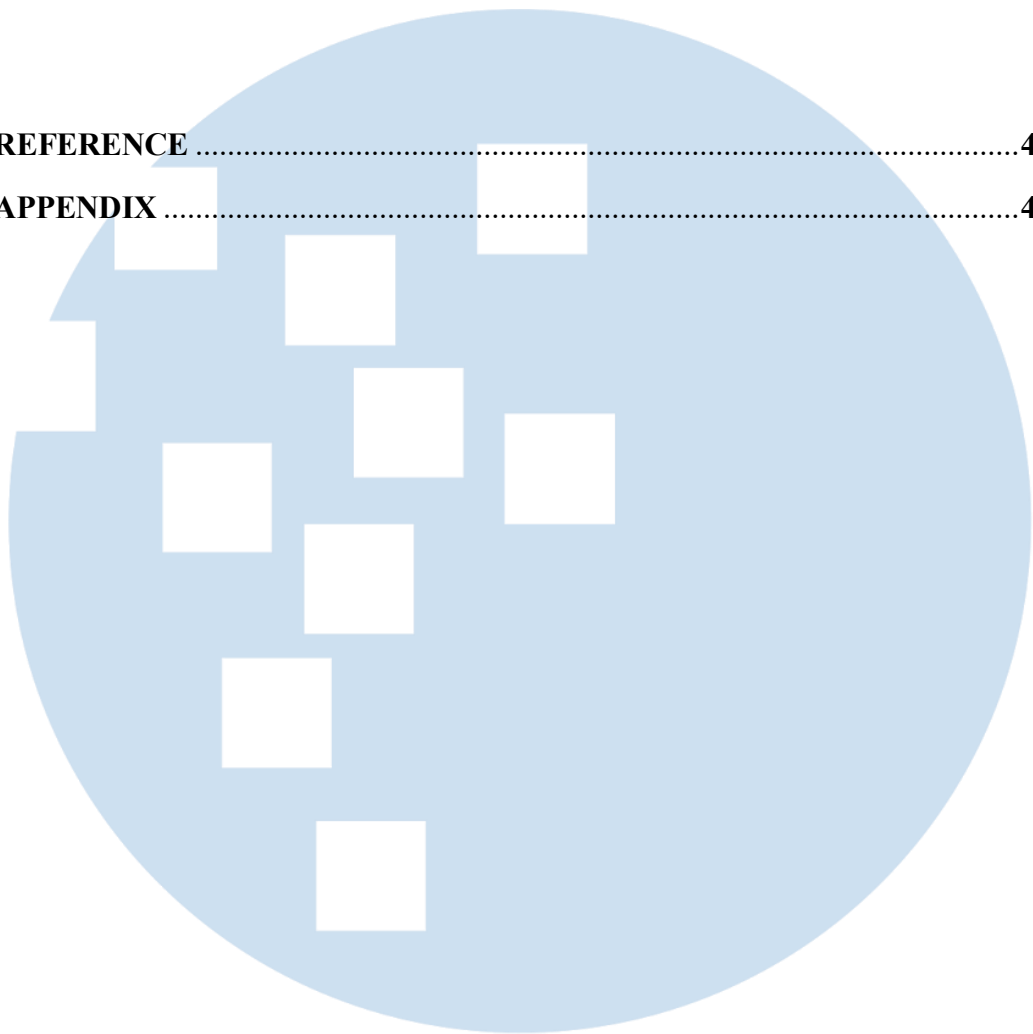
Many factors are influencing the tourism sector but it is also inducing the changes in the industry. More job opportunities are created afterwards. Therefore, the internship program is needed to give a real industry experience to the students. Many hotels, either local hotels in Indonesia, or international chains are opening their door for the students to do the internship, and one of them is Rosewood Hong Kong. Rosewood Hong Kong was nominated in 3rd place in the World's 50 Best Hotels and the 1st hotel in Asia to be ranked in the top 3. While doing the internship, it is normal to meet some difficulties, especially for those who come from different countries. Language barrier and different work pace might be the main difficulties, but as time goes by, it will start to make the person getting used to it as long as they want to learn and keep improving it. By keeping the training pace and always trying to speak even though it is not perfect, a small improvement will still be made through it. A recommendation for both company and university are also needed in order to improve what can be improved by both company and university. Some recommendations for the university need to be made to prepare for the junior who will do the internship in the future.

Keywords: Internship, Food and Beverage Service Department, Rosewood, Hong Kong, Opportunities

TABLE OF CONTENT

NO PLAGIARISM STATEMENT	II
APPROVAL PAGE	III
VALIDATION PAGE	IV
PREFACE	V
ABSTRAK	VI
ABSTRACT (English)	VII
TABLE OF CONTENT	VIII
LIST OF TABLE	X
LIST OF FIGURE	XI
LIST OF APPENDIX	XII
CHAPTER I INTRODUCTION	1
1.1 Background	1
1.2 Purpose	3
1.3 Period and Procedures	4
CHAPTER II GENERAL DESCRIPTION	7
2.1 Hotel's Profile	7
2.1.1 History	7
2.1.2 Facilities	8
2.1.3 Structure of Organization	28
CHAPTER III TRAINEE PERFORMANCE	33
3.1 Placement and Coordination	33
3.2 Job Description	35
3.3 Problem and Solution	37
CHAPTER IV CONCLUSION AND RECOMMENDATION	39
4.1 Conclusion	39
4.2 Recommendation	39

REFERENCE	42
APPENDIX	44



UMN

UNIVERSITAS

MULTIMEDIA

NUSANTARA

LIST OF TABLE

Table 2.1 Room Types	9
Table 2.2 Restaurants	17
Table 2.3 Fitness and Wellness	22
Table 2.4 Meeting and Events	23
Table 2.5 Facilities at Butterfly Patisserie	24
Table 3.1 Period of Internship	36
Table 3.2 General Job Description	36

UMN

UNIVERSITAS

MULTIMEDIA

NUSANTARA

LIST OF FIGURE

Figure 2.1 Kowloon Peak View Room.....	9
Figure 2.2 Harbour View Room.....	9
Figure 2.3 Premier Harbour View Room	9
Figure 2.4 Grand Harbour View Room.....	10
Figure 2.5 Club Premier Harbour View Room	10
Figure 2.6 Club Grand Harbour View Room	11
Figure 2.7 Club Grand Harbour Balcony Room	11
Figure 2.8 Kowloon Peak View Suite.....	11
Figure 2.9 Kowloon Bay View Suite	12
Figure 2.10 Deluxe Harbour Suite	12
Figure 2.11 Harbour Corner Suite.....	12
Figure 2.12 Grand Harbour Corner Suite.....	12
Figure 2.13 Grand Harbour Balcony Suite.....	13
Figure 2.14 Kowloon Bay View Family Suite	13
Figure 2.15 Asaya Lodges.....	13
Figure 2.16 Manor Suite.....	14
Figure 2.17 Two Bedroom Suite	14
Figure 2.18 Three Bedroom Suite	14
Figure 2.19 Harbour House.....	14
Figure 2.20 Rosewood Residences : Studio	15
Figure 2.21 Rosewood Residences : Premium Studio.....	15
Figure 2.22 Rosewood Residences : One Bedroom	15
Figure 2.23 Rosewood Residences : Premium One Bedroom.....	16
Figure 2.24 Rosewood Residences : Two Bedroom.....	16
Figure 2.25 Rosewood Residences : Premium Two Bedroom.....	17
Figure 2.26 Rosewood Residences : Three Bedroom.....	17
Figure 2.27 Marmo Bistro	18
Figure 2.28 BluHouse.....	18
Figure 2.29 The Legacy House.....	18

Figure 2.30 Holt's Café.....	19
Figure 2.31 CHAAT.....	19
Figure 2.32 Butterfly Patisserie.....	19
Figure 2.33 The Butterfly Room	20
Figure 2.34 Bayfare Social.....	20
Figure 2.35 HENRY.....	20
Figure 2.36 DarkSide.....	21
Figure 2.37 XX.....	21
Figure 2.38 Asaya Kitchen.....	21
Figure 2.39 Asaya Fitness Centre.....	22
Figure 2.40 Asaya Pool	22
Figure 2.41 Asaya Spa by Guerlain.....	22
Figure 2.42 Rossano Ferreti HairSpa	23
Figure 2.43 The Grand Ballroom	23
Figure 2.44 The Gallery	23
Figure 2.45 The Pavilion Hall	24
Figure 2.46 Salons.....	24
Figure 2.47 Botanical Kitchen.....	24
Figure 2.48 Butterfly Patisserie's Display Corner 1	25
Figure 2.49 Butterfly Patisserie's Display Corner 2	25
Figure 2.50 Butterfly Patisserie's Display Corner 3	26
Figure 2.51 Butterfly Patisserie's Display Corner 4.....	26
Figure 2.52 Butterfly Patisserie's Holt's Cafe Side Display Fridge.....	26
Figure 2.53 Butterfly Patisserie's Butterfly Room Side Display Fridge	27
Figure 2.54 Butterfly Patisserie's Left Side Storage Area.....	27
Figure 2.55 Butterfly Patisserie's Right Side Storage Area.....	27
Figure 2.56 Butterfly Patisserie's Cashiering Area.....	27
Figure 2.57 Butterfly Patisserie's Cake Packing Area.....	28
Figure 2.58 Food and Beverage Service Department Organizational Chart at Rosewood Hong Kong.....	29
Figure 2.59 Organizational Chart at Butterfly Patisserie.....	30

LIST OF APPENDIX

A. MBKM-01 Cover Letter MBKM Internship Track 1.....	44
B. MBKM-02 MBK Internship Track 1 Card.....	45
C. MBKM-03 Daily Task – Internship Track 1.....	46
D. MBKM-04 Verification Report.....	47
E. Photos During the Internship.....	48
1. Cake packing time.....	48
2. Making process of 136 chocolate praline box for amenity team ...	48
3. Napkin folding for Holt’s Cafe during Breakfast work shift.....	48
4. Monitoring by Ms. Ades on November 6 th 2025	49
F. Turnitin Result	50

UMN

UNIVERSITAS

MULTIMEDIA

NUSANTARA